



COMMUNICATION S PROCESS



Overview

- **Definition of communication**
- **Elements of the communication process**
- **Cross-cultural communication**
- **Effective and active listening**
- **Deterrents to effective listening**
- **Methods of enhancing listening**
- **Feedback**
- **The reasons for giving feedback**
- **The guidelines for giving feedback**
- **The guidelines for receiving feedback**



Communication

**Process by which
information is exchanged
between individuals
through a common
system of symbols, signs
or behavior.**



Elements of the Communication Process

- **Sender**
- **Encode**
- **Message**
- **Receiver**
- **Decode**
- **Feedback**



Styles of Communication

- **Friendly, Sociable**
- **Directive, Persuasive, Demanding, Blaming**
- **Speculative, Intuitive, Searching, Exploring, or Intellectual**
- **Disclosing, Revealing, Explicit, Responsive, Accepting, and Aware**



Cross-Cultural Communication

- Social Courtesies
- Flow of Information
- Culture
- Assertiveness
- Honesty



Effective / Active Listening

- **Effective Listening**
 - Word meaning
- **Active Listening**
 - Content / Feeling



Deterrents to Effective / Active Listening

- Assuming in advance
- Mentally criticizing
- Listening only to the facts
- Outlining everything
- Permitting the speaker to be inaudible
- Avoid technical messages
- Over-reacting
- Withdrawing attention



Elements to Effective/Active Listening

- **Content:** Subject being addressed
- **Feelings:** Emotion displayed when discussing the subject.
- **Process:** The manner the speaker delivers the subject matter
- **Clarification:** Questions asked to seek understanding



Active Listening Skills

- Check attitude and atmosphere
- Keep the channel open and avoid short circuits
- Listening requires response from listener
- Keep the door open



Methods for Improving Listening Skills

- Try to understand the intent and listen for main points.
- Listen now, clarify later.
- Concentrate on the message, not the person.
- Analyze your reactions as you listen.



Methods to Test Understanding

- Parroting
- Paraphrasing
- Clarifying



PRACTICAL EXERCISE



10 MINUTE BREAK

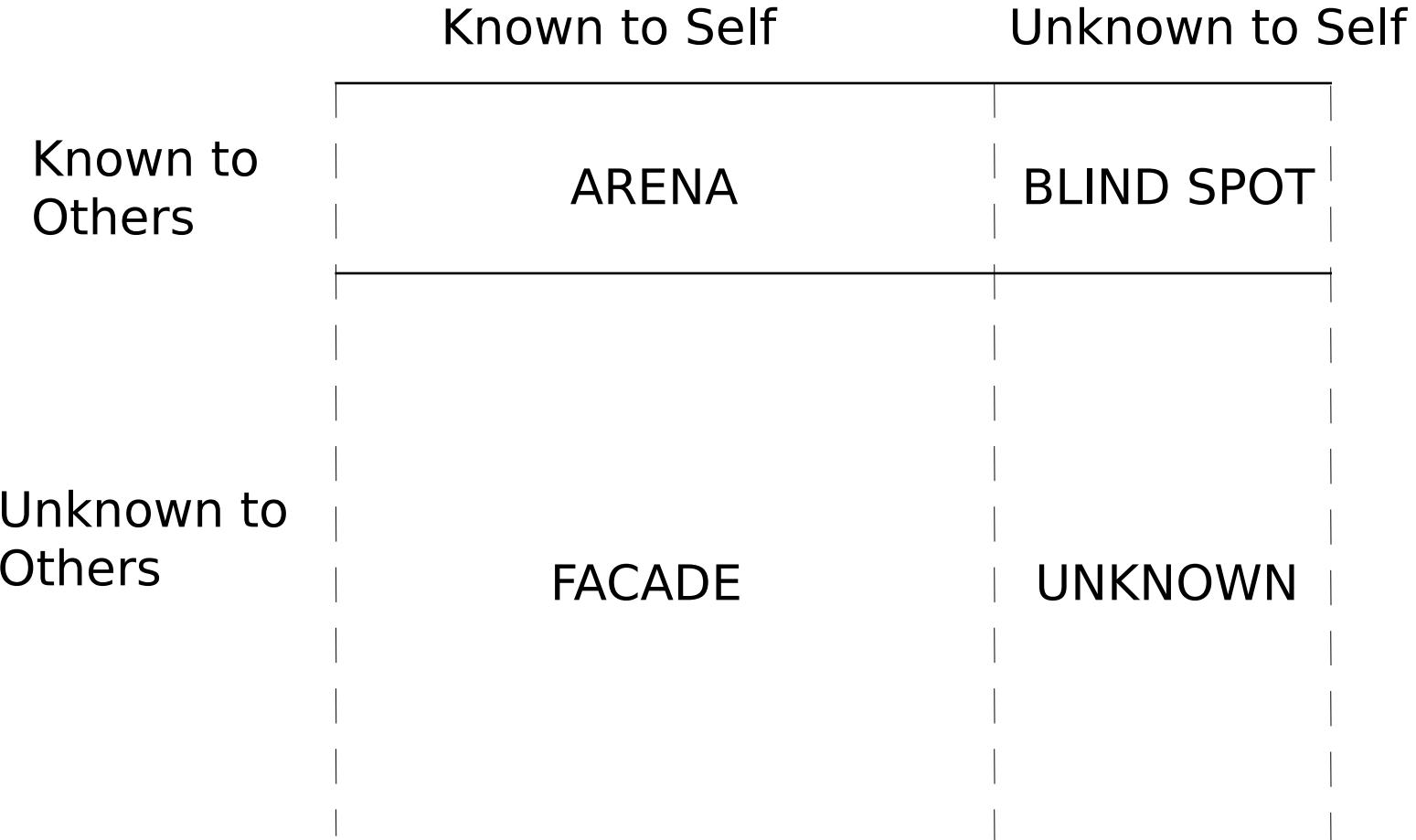


JOHARI Window Model

ARENA (A) Things I know Things you know	BLIND SPOT (B) Things I do not know about myself that you know
FAÇADE (C) You do not know that I know	UNKNOWN (D) Things you do not know and things I do not know



JOHARI Window





Effective Feedback

Verbal or nonverbal communication to a person or group providing information as to how their behavior is affecting or influencing you.



Reasons for Giving & Receiving Feedback

- Personal growth
- Find out about self
- Gain insight
- Open environment



Guidelines for giving Feedback

- **Specific** rather than general
- **Focused on behavior**
- **Takes into account the needs of the receiver**
- **Solicited**
- **Sharing of information rather than advice**
- **Well timed**
- **Involves the amount of information receiver can use**
- **Checked for clear communication**
- **Evaluate not Judge**



How to give Feedback

- When the other person has indicated willingness to receive it.
- Unsolicited feedback
- Use terms that describe other's behavior with the least amount of interpretation and that accurately describes the behavior.
- Be timely



How to receive Feedback

- Be non-defensive
- Ask for more information
- Say that you do not want feedback



What to do with Feedback

- Think about it
- Use it
- Forget it



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